

**DEPARTMENT OF AGING**

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# PROGRAM MEMO

TO: <b>AREA AGENCY ON AGING DIRECTORS</b>	NO.: <b>PM 05-06(P)</b>
SUBJECT: <b>Model Monitoring Tool for Long-Term Care Ombudsman Programs</b>	DATE ISSUED: 4/05/2005
REVISED	EXPIRES: 4/05/2006
REFERENCES:	SUPERSEDES:
PROGRAMS AFFECTED: <input type="checkbox"/> All <input checked="" type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-E <input type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input checked="" type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other:	
REASON FOR PROGRAM MEMO: <input type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquiry <input checked="" type="checkbox"/> Other Specify: <u>Transmission of Monitoring Tool</u>	
INQUIRIES SHOULD BE DIRECTED TO: <b>Joseph Rodrigues. State Long-Term Care Ombudsman,</b> <a href="mailto:jrodrigu@aging.ca.gov">jrodrigu@aging.ca.gov</a> , 916-323-6681	

The purpose of this Program Memo (PM) is to provide Area Agencies on Aging (AAAs) with a model monitoring tool (OSLTCO form # 0087 0305) that can be used when monitoring subcontracted local Ombudsman Programs. This is an optional tool that AAAs may use when conducting their on-site assessment of the designated Ombudsman Program in their Planning and Service Area. The tool was developed with input from a workgroup made up of representatives from the California Association of Area Agencies on Aging, the Office of the State Long-Term Care Ombudsman (OSLTCO), and local Ombudsman Programs.

The tool itself addresses four aspects of the Ombudsman Program: (1) Program Management, (2) Fiscal and Administrative Support, (3) Data, and (4) Core Elements/Self Assessment. For each question in the tool, there is a corresponding reference to the relevant law or guidance. At the end of the tool is a section for the AAA to record any concluding observations, recommendations, and any corrective action that may be required.

Along with the tool is a document checklist (OSLTCO form # 0086 0305) that AAAs may use to collect relevant background information that can be reviewed prior to the on-site monitoring visit. Electronic versions of these instruments will be e-mailed to all AAAs for local customization and use, concurrent with the distribution of this PM.



While the use of this tool is optional, it addresses all areas in which AAAs should monitor their local Ombudsman programs. It is hoped that this tool will be helpful in your efforts to provide technical assistance and oversight of your local Ombudsman Program.

***(Original Signed by Lora Connolly)***

Lora Connolly  
Acting Director

Attachments (2)

cc: Ombudsman Program Coordinators